REP04

AUDIT

REP03

DEVICE STATUS

BRIGHTSTAR

HTTPS://HELP.LOTTERYSUPPORT.COM/WA/

STOLEN TICKET HOTLINE AT 888.810.4357

CASH LOG (50)

REP05

INVENTORY REPORT

REP02
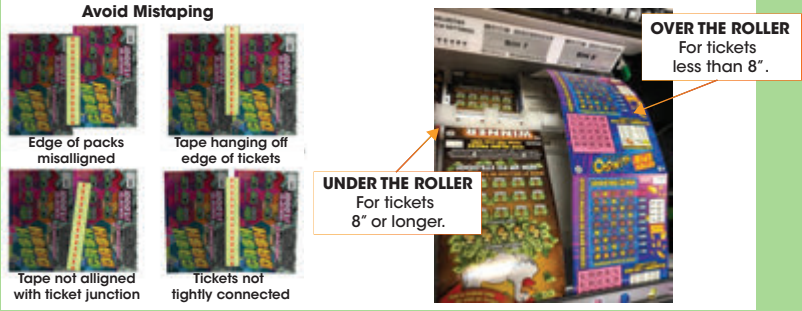
PLAY TODAY

IMAGINATION STATION

GT20

BENEFITS:

Did you know?

- Empty bins result in lost sales of more than $100 per day.
- Activate and make new games available to your players as soon as you receive them.
- Load multiple packs in each bin so you load tickets less often.
- Self-service vending machines are the safest and most secured location for active packs.

OUT OF STOCK BEST PRACTICES:

- Always keep bins loaded.
- Avoid loading 8" or longer tickets in the bottom 2 rows to prevent from ticket jamming.
- Always run a Shift Report before clearing the terminal.
- Always run a Inventory Report before and after terminal access.
- Rotate scratch product to insure player interest.
- Always be sure to tape multiple packs when loading into terminal.
- Consult provided Plan-o-gram for how games are best displayed.

TAPING PROCEDURES:

Avoid Mistaping

Edge of packs misaligned
Tape hanging off edge of tickets
OVER THE ROLLER For tickets less than 8".
UNDER THE ROLLER For tickets 8" or longer.
Tape not alligned with ticket junction
Tickets not tightly connected

- Pull previous 4 weeks sale report from terminal.
- Indicate how much of a game was sold last month.
- Print off an Inventory Report before you load any new packs.
- Activate all packs you intend to load into the vending machine.

Figure 1 **Figure 2**

1. Take a tape strip from the sheet and carefully position it to the first ticket of the second pack so the perforated tape is in line with the juction of the two tickets. Take care that the tape does not hang off the edge of the tickets (see **Figure 2**).
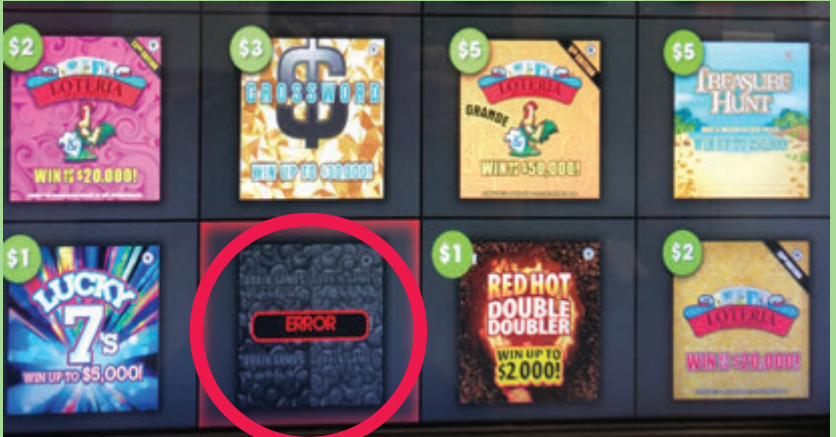

Figure 3 **Figure 4**

2. Lay ticket packs up against each other on a flat surface so that the last ticket of one pack is against the first ticket of another pack. Leaving no space between the tickets, align the edges of the packs carefully and do not overlap them (see **Figure 3**).

3. Fold one of the packs over the other, bending the tape at the perforation. Packs should stack neatly, one on top of another (see **Figure 4**)

OPEN DOOR ERROR:

• The newest feature on the self-service terminals shows an error on Scratch games when the door is open. This indicates game's logical count is five or below. To correct the error message, check the physical count and load tickets if necessary. To ensure the game is loaded, make sure the game is seated properly, and tickets are taped. Once these changes are made, the error message should disappear when the count is above five and the door is closed.

SST Ticket Plan-o-gram

$30	$30	$20	$20	$10	$10	$10	$5	$5	$5
BIN 1	BIN 2	BIN 3	BIN 4	BIN 5	BIN 6	BIN 7	BIN 8	BIN 9	BIN 10
$5	$5	$5	$3	$3	$3	$2	$2	$2	$2
BIN 11	BIN 12	BIN 13	BIN 14	BIN 15	BIN 16	BIN 17	BIN 18	BIN 19	BIN 20

SAMPLE: